

IN THE SPECIFICATION

Please correct the paragraph at page 15, lines 13-24 as follows:

The network spanning heterogeneous call center 500 further includes telephony resource module 506, data resource module 508, and a domain conversion module 510. The telephony resource module 506 is coupled to the time switch 502, and the data resource module 508 is coupled to the IP interface 504. The ~~telephony resource module 510~~ telephony resource module 506 provides such telephony resources as music-on-hold, voice mail, IVR, and speech recognition functions for menu selection, and additional telephony resources, some of which were described above with reference to FIG. 3. Information collected by the telephony resource module 510 is used in routing calls to appropriate agents.